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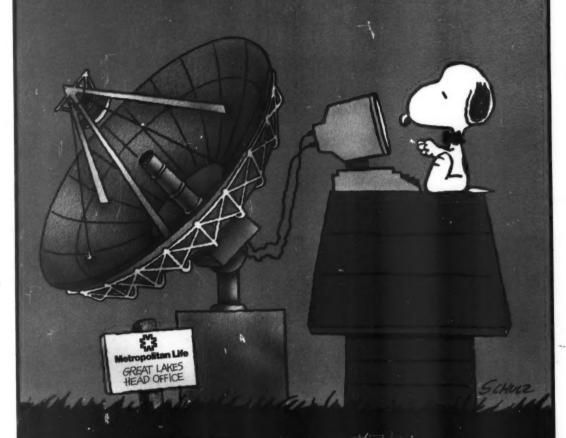
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HOW MET LIFE KEPT CLAIMS PAYMENTS UP EVEN WHEN PHONE LINES WENT DOWN.



The date was Sunday, May 8, 1988, A serious fire completely knocked out the Illinois Bell switching station in Hinsdale, outside of Chicago. All telecommunications service for the area went dead. Including the vital links required for Met Life's Group Sales and Claims Office in nearby Aurora, where 70,000 claims are processed

Somehow, Met Life had to find alternate means of fulfilling their obligations to customers: Within hours, computer records on thousands of medical and dental claims were transferred to other Met Life claims centers. Virtually the entire Aurora claims staff began packing their bags to

follow the data to Met Life offices as nearby as Milwaukee. And as far away as Denver. By 8:30 p.m. on Monday night, segments of the claims staff were seated in front of CRT's in other cities throughout the U.S., paying Aurora's claims. In the meantime, Met Life arranged with the phone company to have a huge microwave dish installed on the roof of the Aurora office. As a result, within one week of the disaster, fulf

service was resumed for all customers.
The Aurora experience documents Met Life's dedication to customer service. Or, stated: another way: Get Met. It Pays." No matter what.

ET MET. IT PAYS.



